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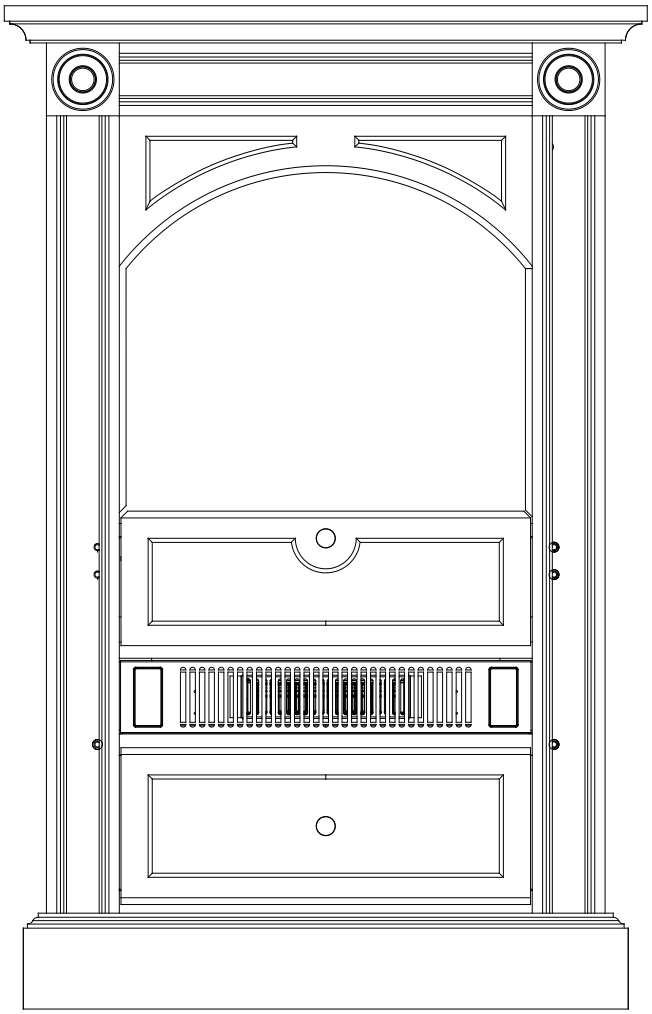

Service Manual

Chelsea Freestanding Corner Fireplace

Model Number
DCF7850
EMSC

UL Part Number
6901820200

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

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Always use a qualified technician or service agency to repair this fireplace.

! NOTE: Procedures and techniques that are considered important enough to emphasize.

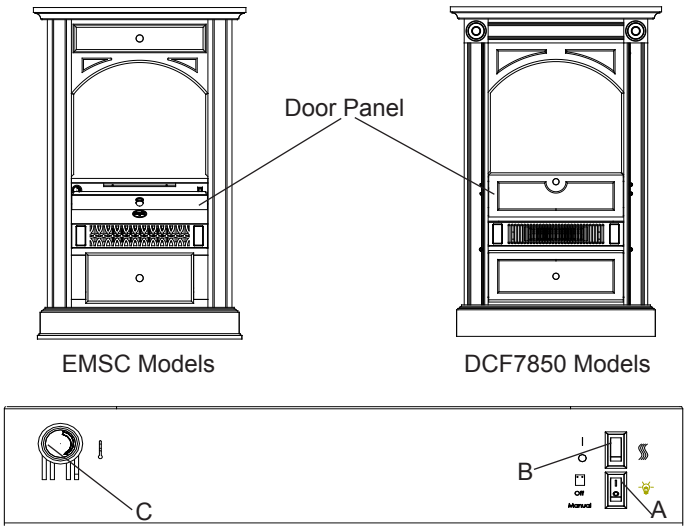
⚠ **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

OPERATION

The controls are located inside the door panel on the lower side of the Corner Standing Stove (Figure 1).

Figure 1



A. 3-Position Switch

The switch has two ON positions marked with " ☐ " and " **Manual** ". The " **Manual** " position is for manual operation. In this position the built-in remote control is bypassed.

The " ☐ " position is for operating the unit with the provided remote control. When in " ☐ " position the unit is operated with the ON and OFF buttons of the remote control.

When the switch is in the center " **O** "position the unit is off.

B. Heater On/Off Switch

The Heater On/Off Switch supplies power to the heater element. When the switch is in the ON position the heater operates if the thermostat calls for heat.

C. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.

Resetting The Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the fireplace off and it will not come back on without being reset. It can be reset by switching the 3-Position Switch to OFF and waiting five (5) minutes before switching the unit back on.

⚠ **CAUTION:** If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

! **NOTE:** Before attempting any operation with the remote, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

Remote Operation

The fireplace is supplied with an integrated on/off remote control.

! **NOTE:** Ensure that the fireplace 3-Position Switch is set to the remote control setting.

To operate, push the ON button to turn fireplace on, push the OFF button to turn the fireplace off.

Remote Control Initialization/Reprogramming

If the remote control or remote control receiver has been replaced, follow these steps to initialize the remote control and receiver:

1. Set the main power switch to OFF.
2. Wait a minimum of five (5) seconds and set the 3 Position Switch to the ☐ position (Figure 1A).
3. **Within** 10 seconds of re-acquiring power, press the ON button located on the remote control.

! **NOTE:** You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

This will synchronize the remote control and receiver.

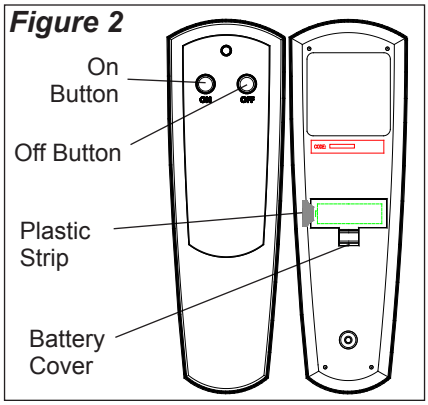
Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote contol (Figure 2).
2. Install one (1) 12-Volt (A23) battery in the battery holder.
3. Close the battery cover

Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

Figure 2



MAINTENANCE

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Light Bulb Replacement

Allow at least five (5) minutes for light bulbs and heater to cool off before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears. There are two (2) bulbs under the log set which generate the flames and embers.

Tool requirements: Phillips screwdriver.

Helpful Hints

It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs.

Light Bulb Requirements

Quantity of two (2) clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 Watt rating.

Replacement:

1. Unplug the unit from the outlet.
2. Remove the rear door from the left side of the unit by unfastening one (1) Phillips screw (Figure 3). Set the door and screw aside.
3. Reach inside opening to remove the bulb(s). Remove the nearest bulb before attempting to remove the further bulb. Bulbs are unscrewed in counter-clockwise direction.
4. Insert new bulb(s).
5. Replace rear door and fasten in place.
6. Plug in the Corner Standing Stove.

Glass Cleaning

The front glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the front glass may collect dust particles, these can be removed by dusting lightly with a clean dry cloth.

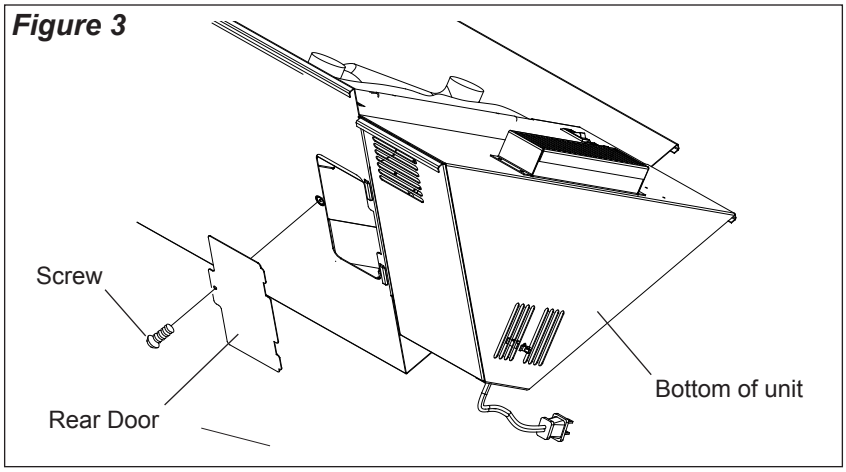
To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. The glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

Surface Cleaning

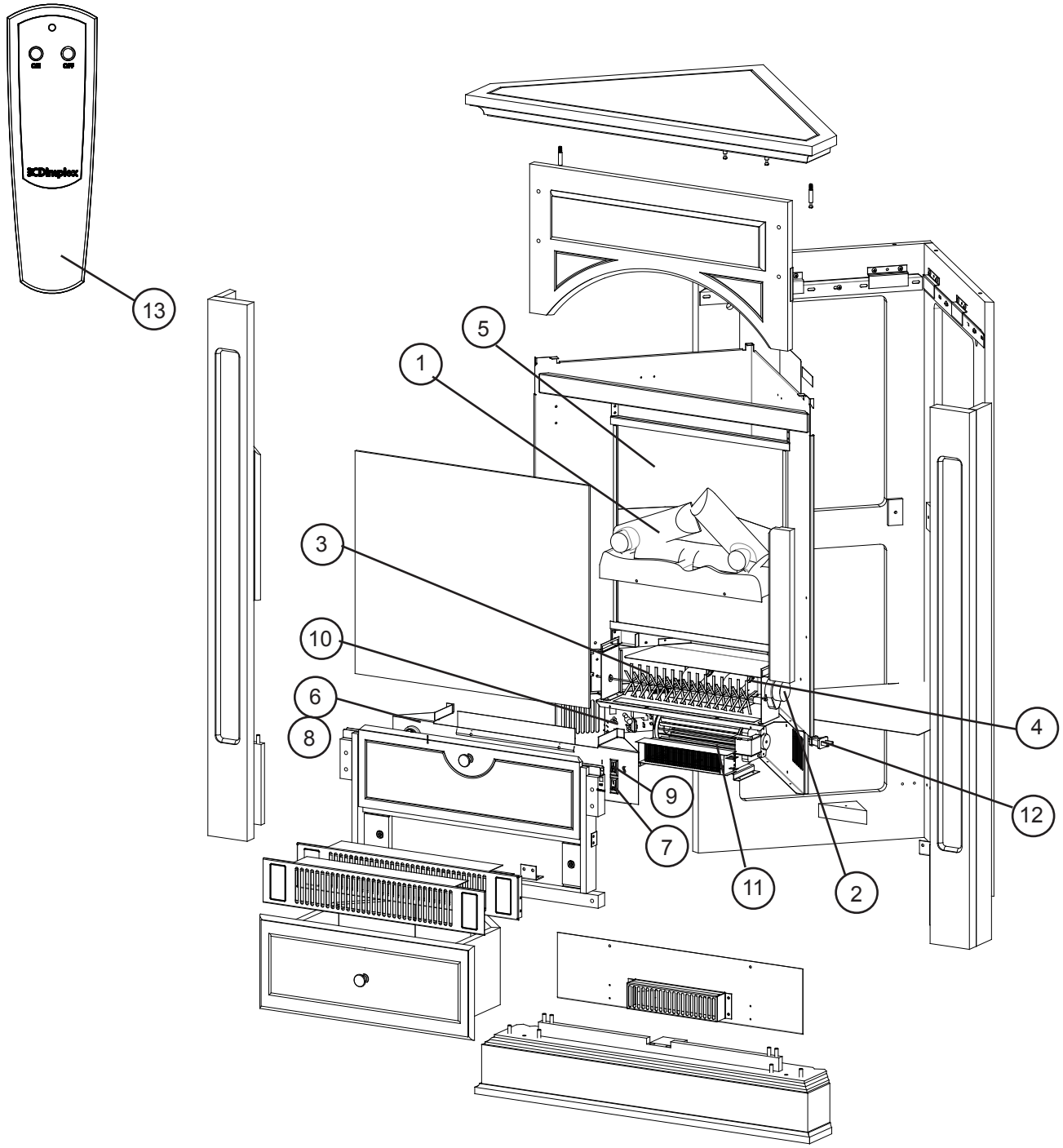
To remove fingerprints or other marks, the exterior finish can be cleaned with a damp cloth with a mild detergent. The surface should be completely dried with a lint free cloth to prevent water spots.

To prevent scratching, do not use abrasive cleaners or spray liquids on any surface.

Figure 3



EXPLODED PARTS DIAGRAM

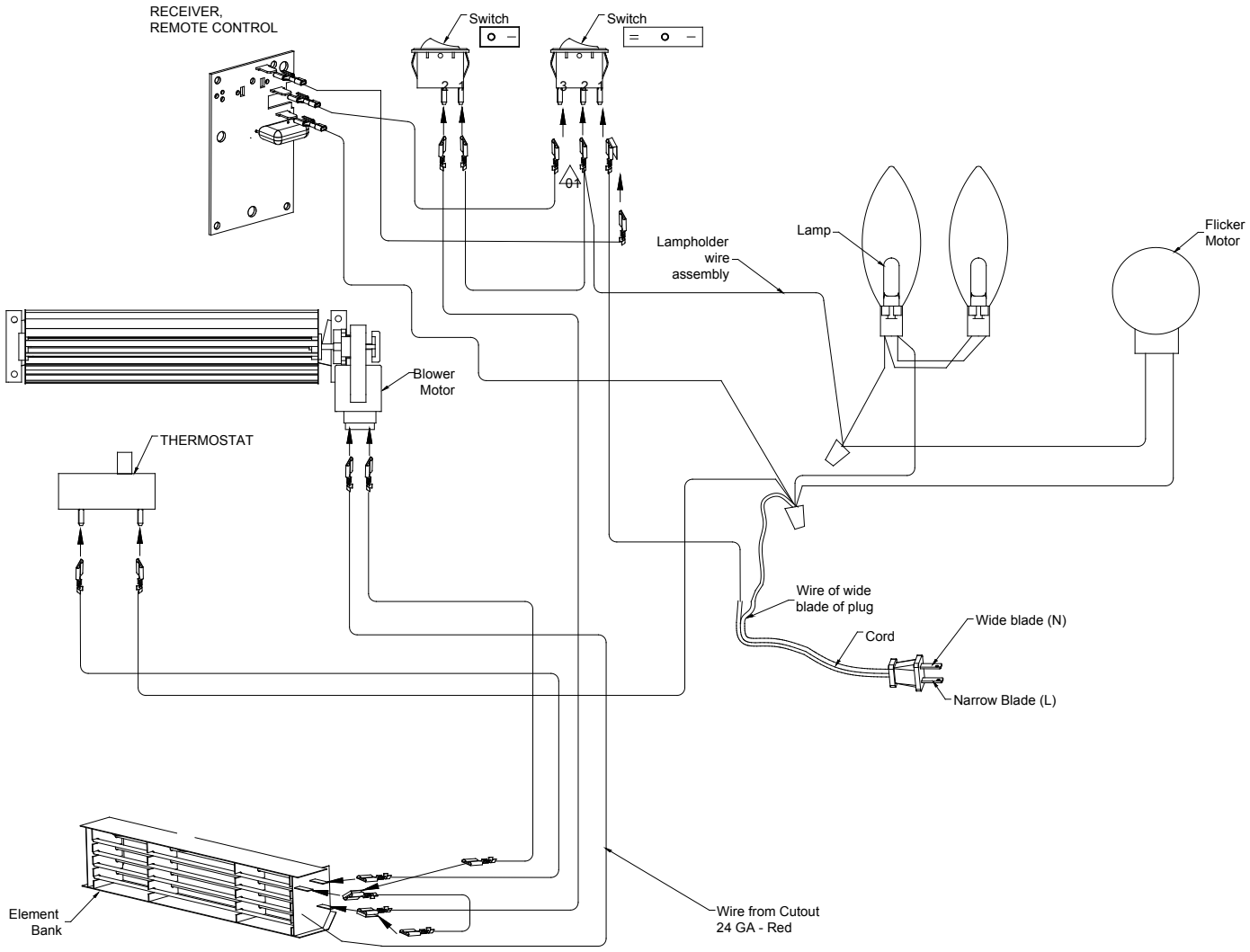


Replacement Parts List

Replacement Part:

1. Log Set 0439040100RP
2. Flicker Motor 2000140300RP
3. Reflector Assembly 5900080600RP
4. Light Harness 2500170200RP
5. Partially Reflective Glass. 5900470100RP
6. Thermostat 2300150100RP*
7. 3-Position Switch. 2800071100RP
8. Thermostat Control Knob 8800620100RP
9. Heater ON/OFF Switch 2800070700RP
10. Remote Control Receiver 3000380200RP
11. Blower and Heater Assembly 2000230100RP
12. Power Cord 4100010300RP
13. Remote Control 3000370500RP

WIRING DIAGRAM



PREPARATION FOR SERVICE

Tools Required: Philips head screwdrivers
-Large and Medium Head
Needle nose pliers.

WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Stabilizing straps may have been installed attaching this corner fitting cabinet to the wall on the left and right back/corner panels. If so, remove them first by removing the screw anchoring them to the wall.
2. Pull the cabinet away from the wall.
3. Unplug the fireplace from the outlet.
4. On the (2) backside, corner-fitting panels of the exterior cabinet, release the 4 “CAM LOCKS”, (2) on the left and (2) on the right near the top. This is done by using a large Philips head screwdriver and turning the each cam lock ¼ turn counter-clockwise until the “—” and “+” symbols line up horizontally.
5. With cam locks released, carefully lift the top panel off the cabinet. The top panel will have long metal shafts attached to it, which are part of the interior cam lock mechanism. Be careful not to break these off.
6. Lay the cabinet down on the floor or your work surface, onto the back/corner panel with the switches closest to the floor.

NOTE: If the surface you are using as a work area on is a finished surface that is prone to scratches (i.e. hardwood flooring), it is recommended that a protective barrier be used underneath, (i.e. cloth, cardboard, thick plastic).

7. Remove the decorative metallic grill on the front of the cabinet, which covers the heat area of the fireplace. This is magnetically attached and can be remove by pulling it away starting in one of the corners or grasping it at the grill openings.
8. Remove the (2) brackets found inside the body of the cabinet that attach the firebox-insert to the interior of the cabinet. There are (2) Philips screws in each of the (2) brackets.
9. Slide the firebox out from the top opening of the cabinet.
10. Remove the (1) Philips screw located on the lower housing back panel below the power cord.
11. Remove 6 screws in total from the “bottom” heater-housing panel, (2) on the bottom left edge, (2) on the bottom right edge, and (2) on the front face of the housing panel, just above the heat vent. Once screws are removed from the left panel, you will have to turn the firebox ¼ turn so that it rests on the right back panel with the switches being farthest away from the floor.
12. Once these screws are removed, pull off the bottom heater-housing panel and rest it just in front of the fireplace.

NOTE: Wires inside the heater housing are attached to the panels with mountable wire ties so the panel cannot be moved very far.

13. Release the mountable wire-ties from the heater-housing panel by using needle nose pliers to squeeze the wire-tie tab ends from the exterior side of the panels. Squeeze the tabs enough to reduce the spread of the tabs and push it through the hole on the panel. While squeezing these tabs, gently pull on the wire tie from inside the panel, (opposite side) until it comes through. This will free up the wires and allow more room to access parts.

NOTE: These wire ties will be re-inserted when service is complete therefore they should not be cut off unless you have the same type of replacement ties.

14. Proceed to the next instructions in the manual relating to the repair being performed.

LIGHT HARNESS REPLACEMENT

Tools required: Phillips head screw driver.
Needle nosed pliers.

CAUTION: Follow “Preparation for Service” instructions before proceeding.

1. Remove the 6 screws that hold the “upper” heater-housing panel located on the panel, above the remote control receiver.
2. These screws are along the edge of this upper panel where it meets the side:
   a. (2) screws on the bottom near the back left,
   b. (2) screws on the bottom near the back right,
   c. (2) screws on the bottom near the center front of this middle panel.
3. Carefully pull this panel down as long as the length of the wires will allow. The wires are secured by wire ties to this panel and do not allow much space for access.
4. Through the slight gap between the upper housing panel and the upper cavity of the firebox, use needle nose pliers to release all of the wire-ties from the lower panels by squeezing the wire-tie tab ends from the outside of the panels. See order of releasing wire tabs below.
5. With the needle nose pliers, squeeze the wire tie tabs enough to reduce the spread of the tabs and push it through the hole on the panel. While squeezing these tabs, gently pull on the wire and tie from the opposite side of the panel until it comes free. This will free up the wires so you can re-position the panels in a way to allow more room for parts access.
6. **NOTE:** These wire ties will be re-inserted when service is complete therefore should not be cut off unless you have the same type of replacement ties.
7. Release wire tie mounting tabs in the following order:
   a. Start with the wire ties below the remote control

receiver on the back left side panel.
b. Proceed to the wire ties along the upper housing panel above the receiver, (below the flicker rod) and work your way from left to right.
c. The last tab to be released will be right below the light bulb on the right.

8. Pull this upper panel farther down as much as you can it to allow access to the light sockets and wire harness from the back.
9. Remove the (2) wire nuts on the interior side of the panel that connect the light harness wires to their power source.

! NOTE: Both light harness wires are black. Take note of which wires are secured with which wire nut. The ribbed black wire is the "Neutral" and goes with the group of neutral white wires, which are connected with one wire nut). The smooth black wire from the light harness is the "Load" "L1" wire, and is grouped with another black and a red wire in the other wire nut.

10. Remove the light bulbs located on the socket mounting bracket, behind the upper-housing panel by unscrewing them counter-clockwise.
11. Remove the sockets by turning the socket rings counter clockwise; then pushing each socket out of the mounting bracket.
12. Light harness wires are fed through an opening below the bracket to the wire nuts on the interior of the housing. Pull the light harness wires out from this opening and feed the wires from the new light harness through this opening. Reconnect each wire to the appropriate wire nuts as mentioned in the "NOTE" above in step 9.
13. Unscrew rings from the new sockets. Position the new sockets into the correct openings on the mounting bracket and secure the sockets into place by turning the rings clockwise onto the thread on each socket.
14. Push all of the mountable wire ties back into the correct holes on the housing panels making sure they are secure. You will have to move the panel up closer into the upper cavity. This will greatly reduce the amount of lead or give in the wires and the workspace, on the unit.

! NOTE: If the wire ties are not securing properly, use a flat instrument to slightly spread the tabs farther apart and then re-insert into the appropriate holes in the panel.

15. Re-assemble the firebox in reverse order, taking care that the wires are guided through the cutout openings on the left and right of the housing panels and no wires are touching the heater assembly blower/fan once re-assembled.

FLICKER MOTOR/FLICKER ROD REPLACEMENT

Tools required: Phillips head screw driver.
Needle nosed pliers.

⚠ **CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove the 6 screws that hold the "upper" heater-housing panel located on the panel, above the remote control receiver.
2. These screws are along the edge of this upper panel where it meets the side:
   a. (2) screws on the bottom near the back left,
   b. (2) screws on the bottom near the back right,
   c. (2) screws on the bottom near the center front of this middle panel.
3. Carefully pull this panel down as long as the length of the wires will allow. There won't be much space because of the wire ties attached to the panel.
4. Through the slight gap between the upper housing panel and the upper cavity of the firebox, use needle nose pliers to release all of the wire-ties from the lower panels by squeezing the wire-tie tab ends from the outside of the panels. See order of releasing wire tabs below.
5. With the needle nose pliers, squeeze the wire tie tabs enough to reduce the spread of the tabs and push it through the hole on the panel. While squeezing these tabs, gently pull on the wire and tie from the opposite side of the panel until it comes free. This will free up the wires so you can re-position the panels in a way to allow more room for parts access.

! NOTE: These wire ties will be re-inserted when service is complete therefore should not be cut off unless you have the same type of replacement ties.

6. Release wire tie mounting tabs in the following order:
   a. Start with the wire ties below the remote control receiver on the back left side panel.
   b. Proceed to the wire ties along the upper housing panel above the remote control receiver, (below the flicker rod) and work your way from left to right.
   c. The last tab to be released will be right below the light bulb on the right.
7. Pull this upper panel farther down as much as you can to allow access to the flicker motor and bracket above this panel.
8. Remove the 2 screws on the right side of the upper housing panel that holds the flicker motor bracket on above it.
9. Carefully slide the left side of the flicker motor rod out of the plastic bushing in the left bracket (closest to the thermostat).
10. Remove the flicker rod off the flicker motor by grasping the rod and rubber gasket attached to the motor shaft, then twist and pull away from the motor until comes off the motor shaft. Set the rod aside.
11. Remove the 2 screws that attach the flicker motor to the flicker motor mounting bracket noting the orientation of the motor.
12. Disconnect (unscrew) the wire nuts that attach the flicker motor wires to their power source located inside

heater housing area and pull through the wire tie to free up the motor.

! NOTE: The white wire connects to the wire nut connecting the other white or neutral wires. The black wire connects to the wire nut connecting the red from the switch and the smooth black from the light harness.

13. Attach the white and the black wires of the new flicker motor back into the respective wire nuts.
14. Attach the flicker motor to the flicker motor mounting bracket.
15. Attach the flicker rod, - twist and push the flicker rod and rubber gasket onto the shaft of the new flicker motor.
16. Slide the left side of the flicker rod into the plastic bushing in the left bracket.

! NOTE: Make sure that the rod has not bent. This can cause the reflectors to rub against the housing, making a noise when in operation.

17. Reconnect the flicker motor bracket on the right to the middle housing panel with the 2 screws to the bottom housing panel.
18. Push all of the mountable wire ties back into the correct holes on the housing panels making sure they are secure. You will have to move the panel up closer into the upper cavity. This will greatly reduce the amount of lead or give in the wires and the workspace, on the unit.

! NOTE: If the wire ties are not securing properly, use a flat instrument to slightly spread the tabs farther apart and then re-insert into the appropriate holes in the panel.

19. Re-assemble the firebox in reverse order, taking care that the wires are guided through the cutout openings on the left and right of the housing panels and no wires are touching the heater assembly blower/fan once re-assembled.

HEATER ASSEMBLY REPLACEMENT

Tools Required: Philips head screwdriver
Needle nose pliers

⚠ CAUTION: Follow “Preparation for Service” instructions before proceeding.

1. Use needle nose pliers to release the wire ties below the remote control receiver, which hold the wires onto the panels, as well as any other ties on the right side that may obstruct access.
2. With the pliers, squeeze the wire tie tabs on the backside of the panel enough to reduce the spread of the tabs and push it through the hole on the panel. While squeezing these tabs, pull on the wire tie from inside the panel, (opposite side) until it comes free. This will free up the wires so you can re-position the heater-housing panel in a way to allow more room for access.

! NOTE: These wire ties will be re-inserted when service is complete therefore should not be cut off unless you have the same type of replacement ties.

3. Turn the heater-housing panel over and remove the 4 screws, which attach the housing panel to the heater assembly bracket. Lay the panel down again.
4. Remove the 4 screws attaching the bracket onto the heater assembly.
5. Remove the wires connected to the heater assembly at the motor and elements on the right hand side. Be sure to note their original locations and reconnect onto the new heater assembly in the same position.
6. Re-attach the bracket to the heater assembly and then to the lower heater housing panel.
7. Push all of the mountable wire ties back into the correct holes on the housing panels making sure they are secure. You will have to move the panel up closer into the upper cavity. This will greatly reduce the amount of lead or give in the wires and the workspace, on the unit.

! NOTE: If the wire ties are not securing properly, use a flat instrument to slightly spread the tabs farther apart and then re-insert into the appropriate holes in the panel.

8. Re-assemble the firebox and cabinet in reverse order, taking care that the wires are guided through the cutout openings on the left and right of the housing panels and no wires are touching the heater assembly blower/fan once re-assembled.

SWITCH REPLACEMENT – (3-POSITION OR HEAT ON/OFF)

Tools required: Phillips head screw driver.
Needle nosed pliers.

⚠ CAUTION: Follow “Preparation for Service” instructions before proceeding.

1. Remove the 6 screws that hold the “upper” heater-housing panel located on the panel, above the remote control receiver.
2. These screws are along the edge of this upper panel where it meets the side:
   a. (2) screws on the bottom near the back left,
   b. (2) screws on the bottom near the back right,
   c. (2) screws on the bottom near the center front of this middle panel.
3. Carefully pull this panel down as long as the length of the wires will allow. There won’t be much space because of the wire ties attached to the panel.
4. Through the slight gap between the upper housing panel and the upper cavity of the firebox, use needle nose pliers to release all of the wire-ties from the lower panels by squeezing the wire-tie tab ends from the outside of the panels. See order of releasing wire tabs below.
5. With the needle nose pliers, squeeze the wire tie tabs enough to reduce the spread of the tabs and push it through the hole on the panel. While squeezing these tabs, gently pull on the wire and tie from the opposite side of the panel until it comes free. This will free up

the wires so you can re-position the panels in a way to allow more room for parts access.

! NOTE: These wire ties will be re-inserted when service is complete therefore should not be cut off unless you have the same type of replacement ties.

6. Release wire tie mounting tabs in the following order:
   a. Start with the wire ties below the remote control receiver on the back left side panel.
   b. Proceed to the wire ties along the upper housing panel above the receiver, (below the flicker rod) and work your way from left to right.
   c. The last tab to be released will be right below the light bulb on the right.
7. Pull this upper panel farther down as much as you can and reposition it to allow access to the switch housing above this panel on the top right hand side.
8. Locate the switch being replaced, (either the 3-Position or the Heat ON/OFF switch).
9. Take note of the original location of each wire connected to the switch that needs replacing and pull them off. Some may have a "Piggy-Back" connection, connecting 2 wires on to one prong on the switch. It may be helpful to try and keep these two wires together for re-assembly.
10. Note the orientation of the switches. Depress the tabs on the short ends of the switch that secure the switch to the housing from behind the panel, and push the switch out through the front. Using needle nosed pliers will give you a better grip and fit to depress both these tabs at the same time.
11. Push the new switch in place following the original orientation.
12. Push all of the mountable wire ties back into the correct holes on the housing panels making sure they are secure. You will have to move the panel up closer into the upper cavity. This will greatly reduce the amount of lead or give in the wires and the workspace, on the unit.

! NOTE: If the wire ties are not securing properly, use a flat instrument to slightly spread the tabs farther apart and then re-insert into the appropriate holes in the panel.

13. Re-assemble the firebox and cabinet in reverse order, taking care that the wires are guided through the cutout openings on the left and right of the housing panels and no wires are touching the heater assembly blower/fan once re-assembled.

THERMOSTAT REPLACEMENT

Tools required: Phillips head screw driver (both small and medium size head)
Needle nosed pliers.

⚠ CAUTION: Follow "Preparation for Service" instructions before proceeding.

1. Remove the 6 screws that hold the "upper" heater-housing panel located on the panel, above the remote control receiver.
2. These screws are along the edge of this upper panel where it meets the side:
   a. (2) screws on the bottom near the back left,
   b. (2) screws on the bottom near the back right,
   c. (2) screws on the bottom near the center front of this middle panel.
3. Carefully pull this panel down as long as the length of the wires will allow. There won't be much space because of the wire ties attached to the panel.
4. Through the slight gap between the upper housing panel and the upper cavity of the firebox, use needle nose pliers to release all of the wire-ties from the lower panels by squeezing the wire-tie tab ends from the outside of the panels. See order of releasing wire tabs below.
5. With the needle nose pliers, squeeze the wire tie tabs enough to reduce the spread of the tabs and push it through the hole on the panel. While squeezing these tabs, gently pull on the wire and tie from the opposite side of the panel until it comes free. This will free up the wires so you can re-position the panels in a way to allow more room for parts access.

! NOTE: These wire ties will be re-inserted when service is complete therefore should not be cut off unless you have the same type of replacement ties.

6. Release wire tie mounting tabs in the following order:
   a. Start with the wire ties below the remote control receiver on the back left side panel.
   b. Proceed to the wire ties along the upper housing panel above the receiver, (below the flicker rod) and work your way from left to right.
   c. The last tab to be released will be right below the light bulb on the right.
7. Pull this upper panel farther down as much as you can and reposition it to allow access to the switch housing above this panel on the top right hand side.
8. Locate the thermostat control dial on the left hand side on the front of the fireplace and pull it forward, off the shaft of the thermostat control.
9. Remove the 2 screws that fasten the thermostat control to the front panel. These screws require a small head on a Philips screwdriver.
10. Carefully guide the thermostat down and out through the opening underneath the thermostat housing.
11. Disconnect the 2 wires from the thermostat, noting their original location and reconnect onto the new thermo-

stat.

12. Re-position the new thermostat back into the original opening and re-attach the thermostat to the front panel using the two original small screws.
13. Align the thermostat dial in the correct position and push it back onto the shaft of the thermostat control.
14. Push all of the mountable wire ties back into the correct holes on the housing panels making sure they are secure. You will have to move the panel up closer into the upper cavity. This will greatly reduce the amount of lead or give in the wires and the workspace, on the unit.

! NOTE: If the wire ties are not securing properly, use a flat instrument to slightly spread the tabs farther apart and then re-insert into the appropriate holes in the panel.

15. Re-assemble the firebox and cabinet in reverse order, taking care that the wires are guided through the cutout openings on the left and right of the housing panels and no wires are touching the heater assembly blower/fan once re-assembled.

REMOTE CONTROL RECEIVER REPLACEMENT

Tools Required: Philips head screwdriver
Needle nose pliers

⚠ CAUTION: Follow "Preparation for Service" instructions before proceeding.

! NOTE: Step 14 (releasing of wire ties on back panel) may not be required. Use your own discretion.

1. Locate the remote receiver mounted on the back left panel of the middle housing cover.
2. Remove the 3 wires from the receiver noting their original location.
3. Remove the remote control receiver noting it's orientation on the panel. Using a pair of needle nose pliers, squeeze the ends of the 4 "stand-off" mounting tabs enough to reduce the spread of the tabs and push them through the mounting hole on the receiver board. While squeezing these tabs, gently pull the board away from the back panel until it comes free.

! NOTE: These "standoffs" will be re-inserted onto the new board therefore should not be cut off unless you have the same type of replacement connectors.

4. Align the new receiver board mounting holes with the "standoffs" in the original orientation, and push the new remote control receiver onto the "standoffs" making sure the board is secure. If the "stand-off" mounting tabs are not securing properly, it is likely from originally squeezing them with the pliers during removal. Use a flat instrument to just slightly spread the tabs farther apart.
5. Reconnect the 3 wires onto the receiver board.

! NOTE: Wire colors may vary from the original following description.

- Orange from "ON/OFF" switch onto JP1 – "L" on the board.
- Tan (darker orange/red) from "Heater" switch onto JP2 on the board
- White from group of neutrals with a wire nut onto JP3 on the board.

6. Re-assemble the firebox and cabinet in reverse order, taking care that the wires above on the left and right of the housing panels are touching the heater assembly blower/fan once re-assembled.

POWER CORD REPLACEMENT

Tools required: Phillips head screw driver.
Needle nosed pliers.

⚠ CAUTION: Follow "Preparation for Service" instructions before proceeding.

1. Remove the 6 screws that hold the "upper" heater-housing panel located on the panel, above the remote control receiver.
2. These screws are along the edge of this upper panel where it meets the side:
   a. (2) screws on the bottom near the back left,
   b. (2) screws on the bottom near the back right,
   c. (2) screws on the bottom near the center front of this middle panel.
3. Carefully pull this panel down as long as the length of the wires will allow. There won't be much space because of the wire ties attached to the panel.
4. Through the slight gap between the upper housing panel and the upper cavity of the firebox, use needle nose pliers to release all of the wire-ties from the lower panels by squeezing the wire-tie tab ends from the outside of the panels. See order of releasing wire tabs below.
5. With the needle nose pliers, squeeze the wire tie tabs enough to reduce the spread of the tabs and push it through the hole on the panel. While squeezing these tabs, pull on the wire and tie from the opposite side of the panel until it comes free. This will free up the wires so you can re-position the panels in a way to allow more room for parts access.

! NOTE: These wire ties will be re-inserted when service is complete therefore should not be cut off unless you have the same type of replacement ties.

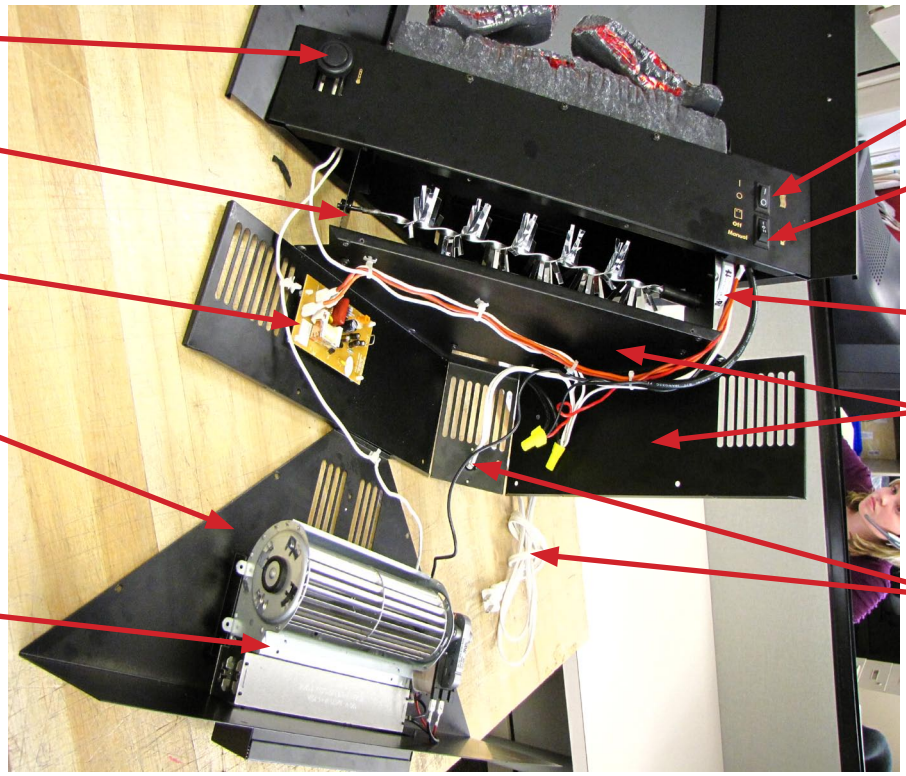
6. Release wire tie mounting tabs in the following order:
   a. Start with the wire ties below the remote control receiver on the back left side panel.
   b. Proceed to the wire ties along the upper housing panel above the receiver, (below the flicker rod) and work your way from left to right.
   c. The last tab to be released will be right below the light bulb on the right.
7. Pull this upper panel farther down as much as you can and reposition it to allow access to the switch housing above this panel on the top right hand side.
8. Locate the 3-Position Switch.

9. One lead of the power cord is a “Piggy-Back” connection at the 3-Position switch, which connects 2 wires on to one prong on the switch.
10. Separate the orange wire from the “Piggy-back” connector on the white wire from the power cord.
11. Disconnect the wire nut connected to the other half of the power cord with the group of white “neutral” wires.
12. With a pair of needle nose pliers, squeeze the strain relief bushing that holds the power cord in place onto the back panel remove the cord.
13. Feed the new power cord through the back panel and squeeze the new strain relief in place on the cord and then onto the back panel.
14. Re-connect wires at the “ON/OFF” switch and the wire nut.
15. Push all of the mountable wire ties back into the correct holes on the housing panels making sure they are secure. You will have to move the panel up closer into the upper cavity. This will greatly reduce the amount of lead or give in the wires and the workspace, on the unit.

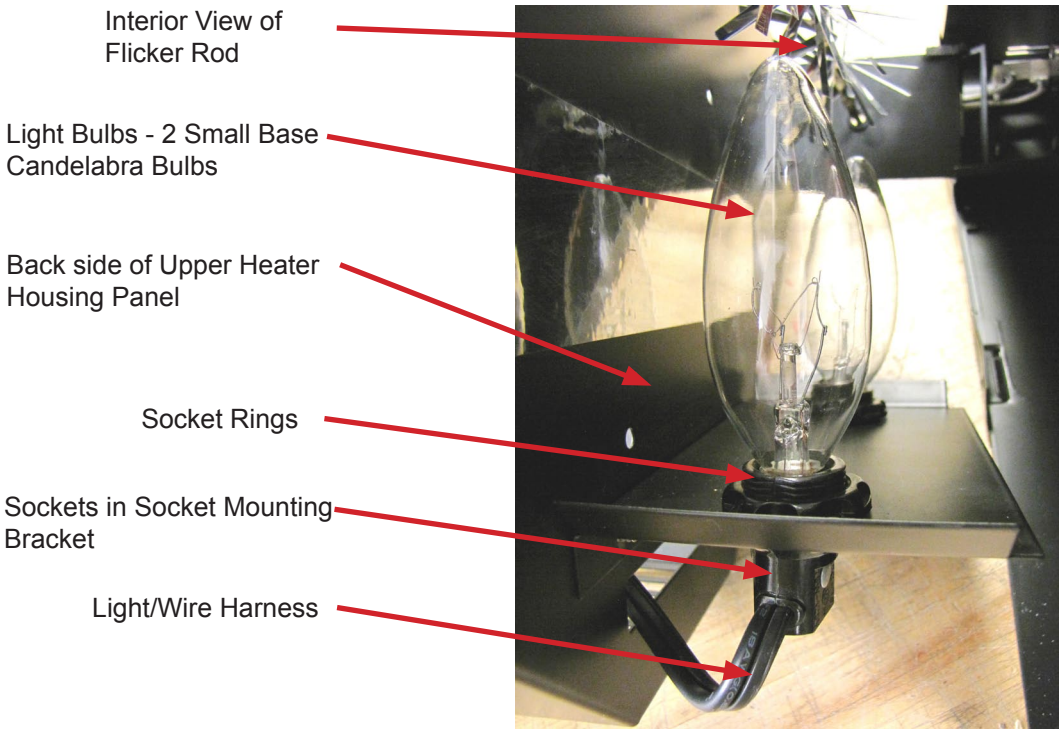
! NOTE: If the wire ties are not securing properly, use a flat instrument to slightly spread the tabs farther apart and then re-insert into the appropriate holes in the panel.

16. Re-assemble the firebox and cabinet in reverse order, taking care that the wires are guided through the cutout openings on the left and right of the housing panels and no wires are touching the heater assembly blower/ fan once re-assembled.

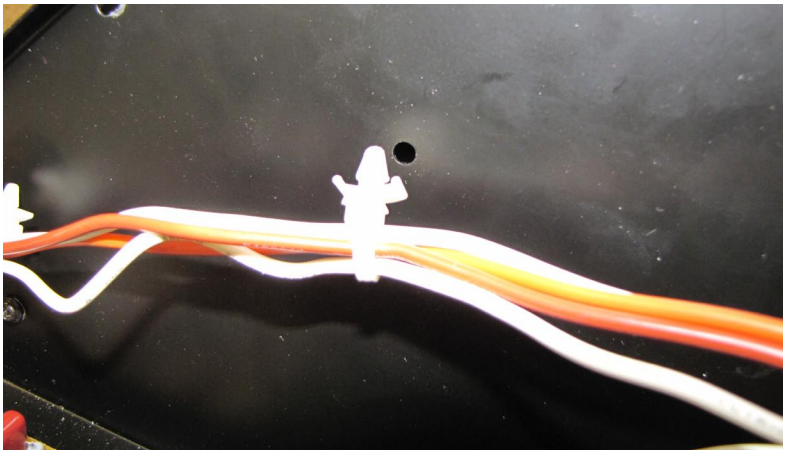
ASSEMBLY PART PICTURES



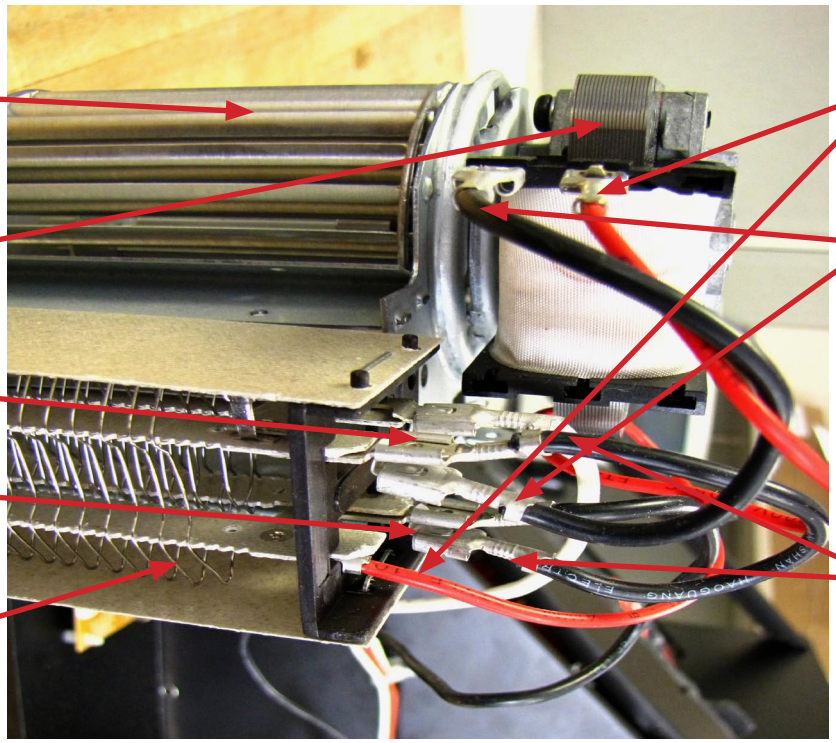
Light Harness Sockets



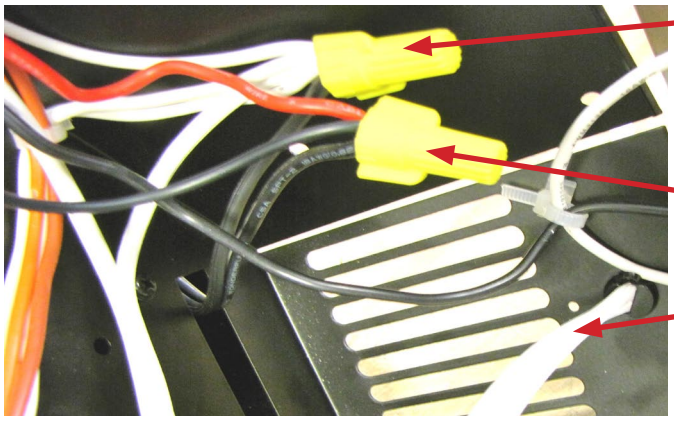
Example of Mountable Wire Tie



Heater Assembly Connections



Electrical Connections in Heater Housing

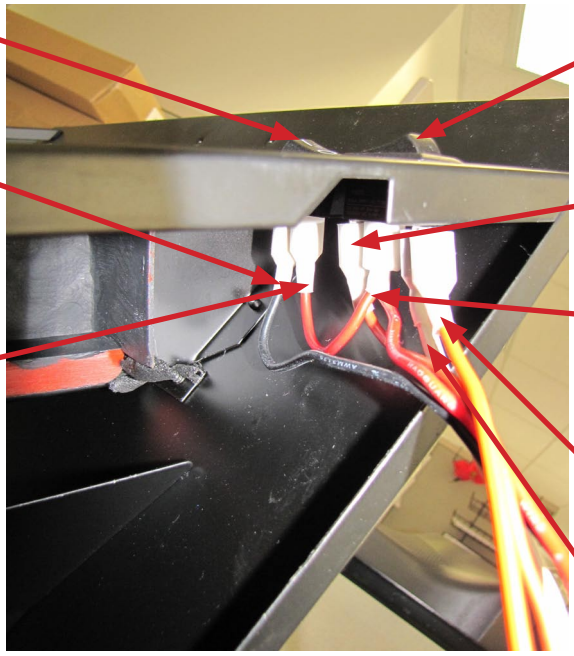


1st Wire Nut Whites from:
- Thermostat
- Power Cord
- Flicker Motor
- Remote Control Receiver "N" JP3
- Black (Ribbed) from Light Harness

2nd Wire Nut:
- Red from Heater ON/OFF Switch
- Black from Flicker Motor
- Black (Smooth) from Light Harness.

Power Cord – comes in though back panel.
- Ribbed half of cord goes to the Neutral Connection in Yellow Wire Nut.
- Smooth half of cord goes to the 3-Position Switch

Heater Assembly Connections



Heater On/Off Switch

3-Position Switch

Black Wire from Heater Assembly

Tan Wire Connects to JP2 on Remote Control Receiver

Connects to Heater On/Off Switch and to the Lampholder Wire Assembly

! NOTE: Not a Piggy Back Connector but has 2 wires

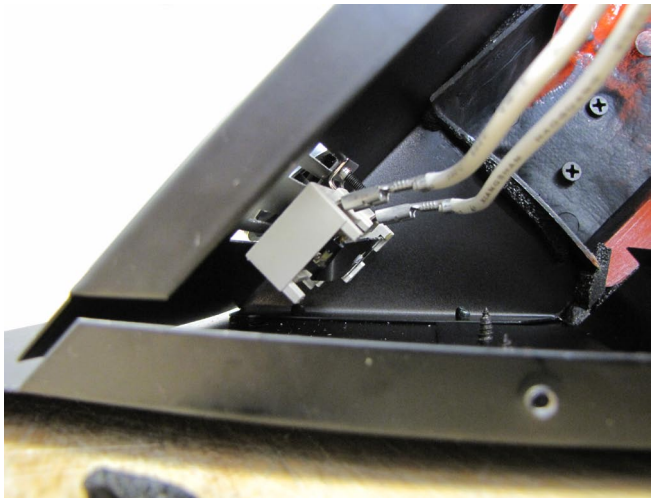
Jumper from Middle Prong of On/Off Switch

! NOTE: Not a Piggy Back Connector but has 2 wires into one blade connector at the ON/OFF Switch

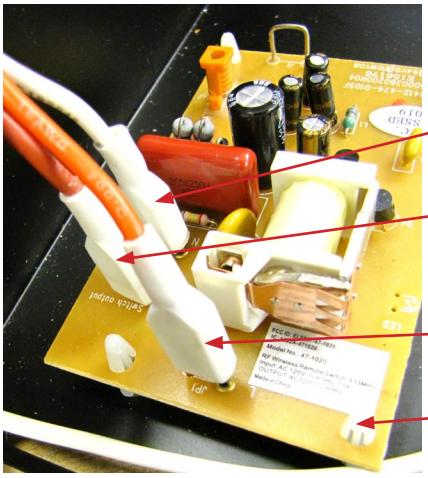
Connects to the "L" on the Remote Control Receiver

White on Power Cord

Thermostat Control



Remote Control Receiver



"N" (JP3) - Connects to Wire Nut with White wires in Heater Housing

Switch Output (JP2) - Connects to On side of 3-Position Switch

Orange "L" JP1 from 3-Position Switch – Piggy Backed to Power Cord.

Stand Off Mounting Tabs

TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area.	Replace Remote Control and initialize where necessary.
	Radio frequency disturbance from outside sources.	Replace the remote control and receiver board where necessary.
	Defective Remote Control Receiver	Replace Remote Control Receiver
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
Appearance		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming power from the electrical wall socket	Check Fuse/Breaker Panel
	Loose wiring	Check wiring connections
	Defective Switch (3-Position or On/Off)	Replace defective switch
	Defective Remote Control Receiver	Replace Remote Control Receiver
Fireplace does not turn on using the Remote Control	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the remote control
	Remote Control not working properly	Install new battery into the Remote Control. Reinitialize remote control where necessary.
		Replace Remote Control or Remote Control Receiver, where necessary. Initialize Remote Control and Receiver.
Flame Frozen	Loose wiring	Check wiring connections
	Defective flicker motor	Replace flicker motor
Flame not bright or flame not visible	Burnt out light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
Log set dim, ember bed not glowing	Burnt out light bulbs	Replace light bulbs
Log set not glowing/pulsing	Loose wiring harness	Check wiring connections
	Defective Remote Control Receiver	Replace Remote Control Receiver
Flame Shudder	Defective flicker motor	Replace flicker motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective Heater On/Off Switch	Replace Heater On/Off Switch
	Defective Thermostat	Replace Thermostat
	Defective Remote Control Receiver	Replace Remote Control Receiver
Heater is not turning on, but flame effect is still functioning	Improper operation	Refer to Operation Section
	Loose Wiring	Trace wiring in unit
	Defective Heater On/Off switch	Replace Heater On/Off switch
	Defective Thermostat	Replace Thermostat
	Defective Heater assembly	Replace Heater assembly
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective Heater Assembly	Replace Heater Assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective Heater Assembly	Replace Heater Assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective Heater Assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective heater on/off switch	Replace heater on/off switch
	Defective thermostat	Replace thermostat
	Defective heater assembly	Replace heater assembly
Noise		
Excessive noise with the heater on	Dirty blower assembly	Clean blower assembly
	Defective blower assembly	Replace heater assembly
Grinding or excessive noise with the heater off	Moving flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective flicker motor	Replace flicker motor